

# Certification Program

Revised Jul 2001

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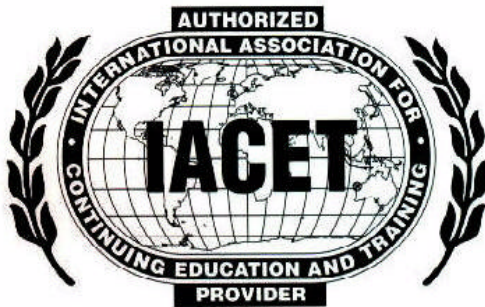
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*PHMA/MHLI has been reviewed and approved as an Authorized Provider of continuing education and training programs by the International Association for Continuing Education and Training. CEUs will be provided for all training completed.*

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# **Professional Housing Management Association Certification Program**

- 1. General.** PHMA Certification training will be developed and conducted by the **Military Housing and Lodging Institute (MHLI), the training arm of PHMA.** Certification within the Defense Housing Community recognizes the housing professional for significant accomplishments in work experience, related education and training, and service activities.
- 2. Purpose.** Like many segments of industry, the Professional Housing Management Association has established and will maintain a program wherein highly qualified career employees in the housing management field are recognized for their experience, professional education and contributions. This program is managed solely within the Association, through a Certification Board operating under the direct supervision of the PHMA Board of Directors. A Certified member will enjoy the following benefits in addition to regular member benefits:
  - a. The Certified member represents a “known quantity” to supervisors making selections for promotions and assignments within, and across, the Services.
  - b. The Association makes special efforts to emphasize the significance and value of Certification to the entire Defense Housing Community, with the goal of increasing the demand for experienced, educated professionals.
  - c. At the Association’s annual Professional Development Seminars, special recognition will be given to those holding Certification.
  - d. Certified persons have the privilege of using their Certification Designation on business cards and in signature blocks.
  - e. To provide visual recognition of this achievement, the Association provides both a distinctive lapel pin and a plaque suitable for display in the office.
- 3. Levels of Certification.** The Program offers four divisions of Certification; one Functional and three comprehensive levels of Certification.
  - ?? **Functional Level Certification** is designed for housing personnel with at least six months experience who are actively pursuing professional development toward a career in a “functional” housing area. This training will be especially helpful to employees who have transferred from other career areas and have limited housing experience.
  - ?? **Level One Certification**, the initial comprehensive level of Certification, is the goal for housing personnel with at least three years experience who have completed their introductory training, have gained on-the-job experience, and have acquired additional education and training.
  - ?? **Level Two Certification** recognizes the long-term housing professional who has gained wide experience (minimum six years) and accumulated extensive career-related

education and training. This level of Certification recognizes proven leaders within the housing management career field.

?? **Level Three Certification** is the highest level of Certification. This Level designated the “Director” level recognizes senior level professionals with wide range experience (minimum eight years) in the Housing profession at a “directorship” level.

All levels grant “Work Experience” credit for any one of three housing categories (Family Housing, Lodging, Unaccompanied Personnel Housing), as well as, work performed as a DOD/DOT contractor with equivalent “housing management” duties. The titles, which will be conveyed through this program, are shown below:

### **TITLE DESIGNATIONS**

#### **Functional Level –**

Certified Defense Functional Specialist (**DFS**)

#### **Level One –**

Certified Defense Housing Manager (**DHM**)

#### **Level Two –**

Certified Defense Housing Professional (**DHP**)

#### **Level Three –**

Certified Defense Housing Director (**DHD**)

**4. The Certification Process.** The process of Certification begins with a candidate’s registration for a Certification course. Applicants must be a member of PHMA in good standing for all levels and must subscribe to and sign the PHMA Credo, Standards of Conduct and Standards of Professionalism upon making application for Certification. **No separate enrollment is required.** In the following pages you will find detailed information about the program, and necessary application forms and instructions, to assist in the accumulation and organization of supporting documents required for Certification. Additionally, the application forms and guidelines may be downloaded from our website ([www.phma.com](http://www.phma.com)) or you may contact the Training Program Manager at: [phmainfo@earthlink.net](mailto:phmainfo@earthlink.net). Pertinent data about candidates is entered into the PHMA Certification Program database. This assists the Association in providing you timely information about the program, such as relevant training opportunities, and announcements about recently certified members.

**5. How to Earn Certification.** Certification at all levels will be earned through an accumulation of “qualifying points,” which are earned in the **three categories (work experience, education and training, service activities)** described as follows:

### **Work Experience –**

The Functional Level requires six months of “functional” work experience. For levels One, Two and Three, experience in any one of the three functional areas (Family Housing, Unaccompanied Personnel Housing, Lodging) or as a DOD/DOT contractor performing equivalent “housing management” duties may be used to qualify for Certification. Five points will be awarded for each year of experience.

### **Education and Training –**

For formal education, if the highest degree earned is ....

- ?? Associate degree - 5 points
- ?? Bachelor degree - 10 points
- ?? Masters degree - 15 points
- ?? Doctorate degree - 20 points

Training courses (career enhancing)

- ?? Less than 2 ½ days – 1 point
- ?? 2 ½ to 3 ½ days – 3 points
- ?? 4 to 9 days – 5 points
- ?? Two weeks or more – 10 points
- ?? Certification with **another property management organization** -- 15 points (the 15 points will not be awarded for a second Certification within the same organization. The points will be awarded in addition to points for individual courses).

#### *Other Property Management Organizations to include:*

*Education Institute of American Hotel and Lodging Association (EI-AHLA)*  
*Building Officials and Code Administrators (BOCA)*  
*Building Owners and Managers Institute (BOMI)*  
*Community Associations Institute (CAI)*  
*Institute of Real Estate Management (IREM)*  
*International Facility Management Association (IFMA)*  
*National Affordable Housing Management Association (NAHMA)*  
*National Apartment Association (NAAA)*  
*National Association of Home Builders (NAHB)*  
*National Association of Housing and Redevelopment Officials (NAHRO)*  
*National Association of Residential Property Managers (NARPM)*  
*National Center for Housing Management (NCHM)*  
*National Development Council (NDC)*  
*Urban Land Institute (ULI)*

### **Service Activities –**

- Membership and participation in a local PHMA Chapter -- 5 points.
- Member of PHMA International Board or Chapter Board -- 10 points.

Member of Community Organizations dealing with housing e.g. neighborhood associations, Habitat, board of realtors, city zoning or planning board, etc. -- 10 points.

Activity or accomplishments that bring favorable attention or credit to members of the housing management profession -- 5 points.

Publishing an article in Defense Communities or a similar housing publication -- 3 points.

PHMA Professional Development Seminar attendance will be credited under **“Training”**.

By necessity, due to the wide range of experience, training, education, etc. that can be applied toward Certification, the above categories are defined in general terms. Some examples were provided however, they are in no way exclusive or limiting. When in doubt, candidates should include any items they feel are appropriate. The Certification Board will make the final determination on all applications. Additionally, individuals who believe they meet the essence of the criteria, but do not explicitly meet the above, may apply for a waiver to Brenda Robinson, Chairperson, Certification Board, 2021 River Pearl Way, Chesapeake, VA 22321.

**6. Training Requirements.** See the tables below.

Certification	Experience	Education & Training	Activities	Course Requirements	Total Points Required	Re-certification
<b>Minimum Requirements</b>						
<ul style="list-style-type: none"> <li><b>Functional Level</b> Certified Defense Functional Specialist (DFS)</li> </ul>	6 Months	None	None	<ul style="list-style-type: none"> <li>One MHLI course from each <b>Foundation Focus Area</b> (3 x 2 days)</li> </ul>	N/A	<ul style="list-style-type: none"> <li>25 additional qualifying points over 5 years</li> </ul>
<ul style="list-style-type: none"> <li><b>Level One</b> Certified Defense Housing Manager (DHM)</li> </ul>	15 points (3 years)	30 points	None	<ul style="list-style-type: none"> <li><i>Foundations of Management</i> (2 ½ days)</li> <li>One MHLI “functional” course (2 days)</li> </ul>	75	<ul style="list-style-type: none"> <li>50 additional qualifying points over 5 years</li> </ul>
<ul style="list-style-type: none"> <li><b>Level Two</b> Certified Defense Housing Professional (DHP)</li> </ul>	30 points (6 years)	80 points	None	<ul style="list-style-type: none"> <li><i>TPL: Techniques and Processes of Leadership</i> (2 ½ days)</li> <li><i>Assets Management</i> (2 days)</li> </ul>	195	<ul style="list-style-type: none"> <li>50 additional qualifying points over 5 years</li> </ul>
<ul style="list-style-type: none"> <li><b>Level Three</b> Certified Defense Housing Director (DHD)</li> </ul>	40 points (8 years)	120 points	None	<ul style="list-style-type: none"> <li><i>Visionary Leadership Retreat</i> (2 ½ days)</li> </ul>	250	N/A

Any of the below listed courses will be accepted for meeting the training requirements for a DFS designation, as well as, meet the requirements for a Level I “functional” course. Additional courses may be developed in the future that will also be credited for Certification.

Customer Focus	Asset Focus	Financial Focus
Foundation “Functional” Courses		
?? Foundations of Customer Service	?? Foundations of UPH Management	?? Foundations of Budgeting
	?? Foundations of UPH Property Maintenance	
?? Foundations of Housing Referral	?? Foundations of Furnishings Management	?? Foundations of Accounting
	?? Foundations of Facilities Management	
Other “Functional” Courses		
?? Customer Service Awareness	?? UPH Management	?? Housing Financial Management
	?? Introduction to Housing Operations	
?? Housing Director/Manager Seminar	?? Housing Inspector/Engineering Technician	
	?? Housing Facilities Management	

**7. Re-certification.** Certification, once awarded, must be maintained through continuing work experience, education and training, and service in the housing profession. Each Certified member must apply for Re-certification validation during the 90-day period preceding the five-year anniversary of Certification. The forms for **Re-certification validation** is provided in this Certification Notebook and can also be downloaded from our website; no fee is required.

**8. Application for Certification.** Applications may be submitted at any time. The Certification Board generally will review applications on file on a bi-monthly basis. Awards will be publicized in “Defense Communities” and sent through normal channels for appropriate presentation to the new Certified Member. An application fee of \$65.00 must accompany the application form. This fee is to defray the costs of the lapel pin and plaque, processing, shipping and handling. If Certification is denied, \$10.00 of this fee is not refundable. Applications are to be submitted using the forms included in this notebook or they may be downloaded from our website. These forms can also be obtained from our Training Program Manager – Mona Pearson ([phmainfo@earthlink.net](mailto:phmainfo@earthlink.net)).



## APPLICATION FOR CERTIFICATION - QUALIFICATIONS

### ***Functional Level – minimum one Foundation Course for each of three focus areas***

- Must be a member of PHMA in good standing.
- Must subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- ?? Must have a minimum of 6 months in a “functional” area of Family Housing, Unaccompanied Personnel Housing or Lodging.
- ?? Complete one Foundation Course for each of three focus areas and pass the exams. Any course listed in the table in paragraph 6, page 6; tuition for PHMA members - \$375.00, non-members - \$425.00.
- ?? Current DOD/DOT employee, retired DOD/DOT employee or contractor/contract employee performing equivalent duties to apply for Certification status.
- ?? Must obtain supervisor’s endorsement, which will address performance.
- ?? Meet the below “Qualification Categories Minimum”.

#### ☞ Qualification Categories Minimum

A minimum of three “foundation” courses required; one from each focus area.  
Six months “functional” housing experience.

### ***Level I – minimum of 75 overall points***

- Member of PHMA in good standing.
- Subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- ?? Minimum of **three years** experience as a staff member or supervisor in Family Housing, Unaccompanied Personnel Housing or Lodging (15 points, five points awarded for each year of experience).
- ?? Complete the course and pass the exam for “Foundations of Management” (3 points). A 2 ½ days course; tuition for PHMA member - \$400.00, non-members - \$450.00.
- ?? Complete and pass the exam for a “functional” course (1 point). Any course listed in the table in paragraph 6, page 6 is acceptable. Tuition for PHMA members - \$375.00, non-members - \$425.00.
- ?? Current DOD/DOT employee, retired DOD/DOT employee or contractor/contract employee performing equivalent duties to apply for regular, Certification status. All other members may apply for “Associate” Certification status.
- ?? Obtain supervisor’s endorsement, which will address performance.
- ?? Meet the below “Qualification Categories Minimum Score”.

#### ☞ Qualification Categories Minimum Score

A minimum of 75 total points required.

<u>Category</u>	<u>Minimum</u>
Work Experience	15
Education and Training	30

**Level II – minimum of 195 overall points**

- Member of PHMA in good standing.
- Subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- ?? Active designation at Level One – Certified Defense Housing Manager.
- ?? Minimum of six years experience (30 points) in Family Housing, Unaccompanied Personnel Housing or Lodging.
- ?? Complete the course and pass the exam for “TPL: Techniques and Processes of Leadership” (3 points). A 2 ½ days course; tuition for PHMA members - \$400.00, non-members - \$450.00.
- ?? Complete and pass the exam for “Assets Management” 2 days (1 point)
- ?? Complete either a Housing Management Course; can be a Service sponsored management course (e.g. AFIT 406, FHMI MS-2, NEI, etc.) minimum of 2 ½ days (3 points) **or** must have at least one course offered by **another property management organization**, minimum of 3 days (3 points).

*Other Property Management Organizations to include:*

*Education Institute of American Hotel and Lodging Association (EI-AHLA)*  
*Building Officials and Code Administrators (BOCA)*  
*Building Owners and Managers Institute (BOMI)*  
*Community Associations Institute (CAI)*  
*Institute of Real Estate Management (IREM)*  
*International Facility Management Association (IFMA)*  
*National Affordable Housing Management Association (NAHMA)*  
*National Apartment Association (NAAA)*  
*National Association of Home Builders (NAHB)*  
*National Association of Housing and Redevelopment Officials (NAHRO)*  
*National Association of Residential Property Managers (NARPM)*  
*National Center for Housing Management (NCHM)*  
*National Development Council (NDC)*  
*Urban Land Institute (ULI)*

- ?? At least two years supervisory experience (team leader or lead analyst positions will qualify) **or** two years headquarters staff level experience.
- ?? Current DOD/DOT employee, retired DOD/DOT employee or contractor/contract employee performing equivalent duties to apply for Level Two Certification status.
- ?? Obtain supervisor’s endorsement, which will address performance.
- ?? Meet the below “Qualification Categories Minimum Score”.

☞ Qualification Categories Minimum Score  
 A minimum of 195 total points required.

Category  
 Work Experience

Minimum  
 30

Education and Training	80
Service Activities	0

### ***Level III – minimum of 250 overall points***

- Member of PHMA in good standing.
- Subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- ?? Active designation at Level Two – Certified Housing Professional.
- ?? Minimum of eight years total experience (40 points) in Family Housing, Unaccompanied Personnel Housing or Lodging.
- ?? Complete the course and pass the exam for MHLI sponsored course “Visionary Leaders Retreat”; 2 ½ days (3 points).
- ?? At least four years supervisory experience **or** four years headquarters staff level experience.
- ?? Current DOD/DOT employee, retired DOD/DOT employee or contractor/contract employee performing equivalent duties to apply for Level III Certification status.
- ?? Obtain supervisor’s endorsement, which will address performance.
- ?? Meet the below “Qualification Categories Minimum Score”.

☞ Qualification Categories Minimum Score  
A minimum of 250 total points required.

<u>Category</u>	<u>Minimum</u>
Work Experience	40
Education and Training	120
Service Activities	0

### ***Re-certification***

- ?? Member of PHMA in good standing.
- Subscribe to and sign the PHMA Credo, Standards of Conduct and Professionalism.
- Work experience in Family Housing, Unaccompanied Personnel Housing or Lodging **three of the past five years**.
- For **Functional Level** must accrue 25 points of additional training.
- For **Levels One and Two** must accrue 50 points of additional training.

☞ Qualification Categories Minimum Score for **Functional Level**  
A minimum of **25 additional total points** required from the date of original Certification.

<u>Category</u>	<u>Minimum</u>
Work Experience	15

Education and Training	5
Service Activities	0

☞ Qualification Categories Minimum Score for Levels I and II

A minimum of **50 additional total points** required from the date of original Certification.

<u>Category</u>	<u>Minimum</u>
Work Experience	15
Education and Training	20
Service Activities	0

**Note - Points are awarded the same as for the original application.**

**9. Effective Date.** The effective start date of the Professional Housing Management Association's revised Certification Program is February 1, 2002. Current enrollees may elect to continue under the guidelines established April 1, 1999 or under the revised guidelines. A "current enrollee" is anyone enrolled in the Program prior to 1 February 2002. Enrollees electing to continue under the April 1, 1999 guidelines must complete requirements and make application for Certification prior to December 31, 2002 or complete requirements under the revised program requirements.

Jon R. Moore, DHD  
Executive Director